

Late Collection of Children Policy

Reviews and Amendments:

• Implemented	02 nd January 2013	Laura Leigh Wayman
• Amended	15 th January 2013	Laura Leigh Wayman
• Reviewed	16 th August 2013	Laura Leigh Wayman
• Amended	07 th February 2014	Laura Leigh Wayman
• Updated	06 th November 2014	Laura Leigh Wayman
• No changes	08 th October 2015	Laura Leigh Wayman
• Reviewed	18 th February 2016	Sara Bradley
• Reviewed	08 th March 2017	Carla Gibson

Child's Play Private Nursery Ferryhill

Policies and Procedures

Late Collection of Children Policy

We appreciate that there are times when the late collection of children is unavoidable; However this late collection policy applies in all circumstances. The nursery is open from 7.30am to 6.00 pm daily. Half day sessions run from 7.30am to 1.00 pm and from 1.00 pm to 6.00 pm.

Parents who do not collect their children by the end of a session, at whatever time of day, will be liable for additional payments. This policy applies to the late collection of children from both the morning and the afternoon sessions.

If parents are unable to collect their child on time, they must telephone the nursery to let us know what the situation is and when their child is likely to be collected. If parents are late collecting their child, the late collection fee will be recorded on the register and the family will be informed their child's nursery account will be charged with the fee, this will show on the next billing date.

The late Fee totals: £10.00

Where children are more than one hour late for the 1pm pick up, families will be charged the full afternoon session, individual circumstances need to be taken into consideration by senior staff before charging the full afternoon costs.

In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements.

In the unlikely event of a child not being collected from the nursery at the expected time and no contact being made with the parents or emergency contacts named in the registration form, the following procedure will apply:

- Two members of staff will remain on the premises with the child at all times. One of these staff members will be a senior member of staff.
- The child will be reassured and comforted.
- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable the emergency contact person(s) will be contacted and asked to collect the child. Deemed reasonable/appropriate timescales will be used.
- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within **one hour** of the time at which the child was due to be collected the nursery will contact the initial response team for advice. The initial response team would also be contacted if contact has been made where the time of collection is likely to be or will be 7.30pm or later, as the nursery insurance does not cover night time care.
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Important Contact Information

- **Kirstie Wilkinson:** Lead Safeguarding Support Officer: 03000 268 925
- **First Contact Service/ Social Care Direct:** 03000 26 79 79
- **Ofsted:** 03000 123 1231
- **Darlington/Durham Constabulary:** 101 or 0345 60 60 365
- **Laura Leigh Wayman:** 07912789169

Terms and Conditions of business, links to this policy and procedure.